



# Services for your Aria Filtra Water Treatment System



As a water treatment plant operator, you take great pride in the performance and reliability of your system. At Aria Filtra®, our goal is to help you every step of the way by providing a suite of options that can help ensure productive days and worry-free nights.

## How can we help?

By leveraging decades of experience and expertise from the Aria CARE™ service team, you can maximize run times, maintain water quality, reduce operating costs, and extend the life of your membrane system. Our trained staff provides the right level of service and support to help you achieve your goals.

SERVICE OFFERING	YEARS IN SERVICE		
	Early years (0-3)	Mid years (4-7)	Late years (8-10+)
<b>Health check</b>	✓	✓	✓
<b>Process optimizations</b>			
Flux maintenance	✓	✓	✓
Clean-in-place	✓	✓	✓
Pretreatment	✓	✓	✓
Module life analysis			✓
<b>Upgrades</b>			
Control hardware		✓	✓
Control software		✓	✓
Components		✓	✓
<b>Spare parts supply</b>	✓	✓	✓
<b>Operator skills training</b>	✓	✓	✓
<b>Module replacement</b>			✓
<b>Technical support</b>	✓	✓	✓

## Lifecycle service offerings

- **Health check:** Get a full review of control systems and components, resulting in a detailed report of service needs with recommended timing and quotes to help you budget.
- **Process optimization:** Pinpoint root cause of operational fluctuations since initial startup; improve performance; increase productivity; and potentially reduce chemical, energy, and time demands.
- **Operator skills training:** Refresh skills, gain continuing education units, train new recruits, and learn beneficial best practices.
- **Technical support hotline:** Engage a technical expert who can help you troubleshoot 24 hours a day, 7 days a week. Call us at +1 (866) 475-0115.

## Replacement and equipment upgrades

No need for our experts? No problem. We are still here to provide the most advanced equipment and membranes in the business. Call us when you need:

- **Membrane module replacement:** Call us for customer loyalty programs to plan for your module replacement.
- **Spare parts supply:** Contact us, your one-stop shop for all parts associated with Aria Filtra systems.
- **Software upgrades:** Improve performance and reliability by upgrading to state-of-the-art software and the latest hardware to comply with regulatory needs.

# Case Study: New Mobile Control Center for City of Geneva, New York

## The challenge

The drinking water facility in the City of Geneva in upstate New York has been using an Aria Filtra two-train custom membrane system very successfully for all its needs. An important part of that system is the leveraging of tablet technology to maximize plant efficiency and minimize downtime. However, from spring to early fall, the area experiences numerous electrical storms that pose a risk for plant downtime. Additionally, optimization opportunities and repair events can occur at any time. The challenge is how to enable a single operator to take advantage of optimization events or identify repair points in real time, as they occur.

## The solution

The solution is a redundant, mobile control center based on tablet technology allowing operators to control their system either locally or remotely. Now the team can quickly intervene in emergency situations and effectively troubleshoot to identify possible repairs. Another unique function of the system is a video feature that allows real-time interaction and collaboration between Aria Filtra's experienced technical support team and the Geneva operations team.



## The benefits

The enhancement of having tablet-based, remote programmable logic controllers can be measured by the following benefits:

- 100% emergency backup; zero downtime
- Instant ability to adjust processes and determine impact
- 50% less time to isolate and identify plant issues
- Anytime, real-time connection with Aria Filtra technical support

**“I know that at anytime and anywhere, I can view the plant operations should a major event occur. The tablet technology is easy to use and allows for quick and easy access to monitor and control our drinking water facility.”**

Mark Morabito, chief operator, Geneva's Water Treatment Plant



+1 (866) 475-0115

AriaFiltraInfo@  
TrojanTechnologies.com

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Aria Filtra, a division of Trojan Technologies, is the filtration partner of choice for municipal and industrial customers that need reliable access to consistent, high-quality water. With more than two billion gallons of installed capacity spanning six continents, Aria Filtra has the process expertise, proven technology, and intelligent systems that customers trust to reliably tackle their most complex water treatment challenges. Featuring industry-leading durability, reliability, and ease of operations, our broad portfolio of solutions ensures mission-critical functions continue to work as needed, day in, day out, for years to come. Learn more at [AriaFiltra.com](https://www.AriaFiltra.com).

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